Factory Restore

Factory Restore returns your computer to its original factory-installed software configuration. This option reformats your hard drive and removes all data from your computer.

Caution: Factory Restore deletes all of the information and data stored on your computer's hard drive. All added personal files, software, and other data will be lost. Before completing Factory Restore, copy your data to diskettes or save your data to an external device to prevent permanent loss of your data.

To complete a Factory Restore on your computer, perform the following steps:

1. Insert your Compaq Recovery CD into your CD-ROM, CD-RW, or DVD-ROM drive.
2. Turn off your computer by clicking the **Start** button; click on **Shut Down**. The Shut Down Windows pop-up box is displayed.
3. Select the **Shut down** radio button.
4. Click **OK**. The system powers down.
5. Turn on your computer by pressing the power button on the front of your computer. The system reboots and the Compaq Recovery CD Menu is displayed.

Important: If menu option number 4 says “No Factory Image found,” you must use QuickRestore CDs to perform this function.

Caution: If you have not copied or backed up your personal files, software, or other data onto diskettes to be recopied onto your hard drive, they will be lost after you press **Enter**.

6. You are prompted that continuing this procedure will delete the data on your hard drive. Press **Enter** if you wish to continue. The Factory Restore process takes several minutes.
7. The CD tray opens automatically, and you are prompted to remove the Compaq Recovery CD. Remove the CD from the CD-ROM, CD-RW, or DVD-ROM drive.
8. Press **Enter** to continue.
9. Once the Factory Restore is complete, you will be prompted to provide setup information to reconfigure Windows.
10. Follow the prompts to restore your computer to its original factory condition.

Exiting the Compaq Recovery CD

After loading the Recovery CD, if you choose not to complete any of the options, it will be necessary to restart your computer. Perform the following steps to exit the Recovery CD:

1. From the Compaq Recovery CD Menu, select **5** (Exit) by pressing the number **5** key on your keyboard.
2. The CD tray opens automatically, and you are prompted to remove the Compaq Recovery CD. Remove the CD from the CD-ROM, CD-RW, or DVD-ROM drive.
3. Press **Enter** to restart your computer.

COMPAQ

Compaq Recovery CD

The Compaq Recovery CD enables you to restore your system files from a separate partition on your hard drive. The four options on the Recovery CD are listed below.

Recovery CD Options

Restore Option	Description
Emergency Diskette	Creating this diskette is important as it allows you to save your computer's unique setup information for use in the event of an emergency. Store the diskette in a safe place.
User Backup	Backs up all information and files on your hard drive and stores them in a separate partition on your drive.
User Restore	Restores your hard drive to the state it was in at your last User Backup.
Factory Restore	Restores your computer to its original factory-installed software state.

Important: If your system has more than one optical drive (CD-ROM, CD-RW, DVD-ROM), only one may be bootable. If the CD does not boot automatically, try putting the CD in the other drive.

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Important: Do not leave your computer unattended while the Recovery CD is running. You are periodically required to enter information. If you do not enter the required information, your computer may not complete the recovery process.

Before you perform any restore or backup tasks, we recommend that you create an Emergency Diskette.

Creating an Emergency Diskette

1. Insert your Compaq Recovery CD into your CD-ROM, CD-RW, or DVD-ROM drive.
2. Turn off your computer by clicking the **Start** button; click on **Shut Down**. The Shut Down Windows pop-up box is displayed.
3. Select the **Shut down** radio button.
4. Click **OK**. The system powers down.
5. Turn on your computer by pressing the power button on the front of your computer. The system reboots and the Compaq Recovery CD Menu is displayed.
6. From the Compaq Recovery CD Menu, select **1** (Create Emergency Diskette) by pressing the number **1** key on your keyboard.
7. You are prompted to insert a blank, formatted, 3½ inch diskette. Insert a diskette into the diskette drive and press **Enter**.
8. When the Compaq Recovery CD finishes creating the Emergency Diskette, remove the diskette from the drive, label it and store it in a safe place for emergency use.

Important: Label your diskette "Compaq Emergency Diskette" so that it is easy to locate in the event of a system emergency.

9. Press **Enter** to return to the Compaq Recovery CD Menu.
10. To exit the Compaq Recovery CD Menu, select **5** (Exit) by pressing the number **5** key on your keyboard.
11. The CD tray opens automatically, and you are prompted to remove the Compaq Recovery CD. Remove the CD from the CD-ROM, CD-RW, or DVD-ROM drive.
12. Press **Enter** to restart your computer.

User Backup

User Backup backs up all the information and files on your hard drive and stores them in a separate partition on your drive for later use. Complete a User Backup to protect your personal files and data.

To complete a User Backup, perform the following steps:

1. Insert your Compaq Recovery CD into your CD-ROM, CD-RW, or DVD-ROM drive.
2. Turn off your computer by clicking the **Start** button; click on **Shut Down**. The Shut Down Windows pop-up box is displayed.
3. Select the **Shut down** radio button.
4. Click **OK**. The system powers down.
5. Turn on your computer by pressing the power button on the front of your computer. The system reboots and the Compaq Recovery CD Menu is displayed.
6. From the Compaq Recovery CD Menu, select **2** (User Backup) by pressing the number **2** key on your keyboard. The backup process takes several minutes.

Note: If the SYSTEM_SAV partition does not have enough space to store the User Backup, it will be increased automatically in size to accommodate the backup files. This process takes several minutes and the C: drive will be reduced in size correspondingly.

7. The CD tray opens automatically, and you are prompted to remove the Compaq Recovery CD. Remove the CD from the CD-ROM, CD-RW, or DVD-ROM drive.
8. Press **Enter** to restart your computer.

User Restore

Important: You must have performed a User Backup at least once to use this option.

User Restore restores your system to the configuration saved the last time you completed User Backup. The User Restore option is not used as often as User Backup, and should only be performed when you need to restore your system to its last User Backup condition.

To complete a User Restore, perform the following steps:

1. Insert your Compaq Recovery CD into your CD-ROM, CD-RW, or DVD-ROM drive.
2. Turn off your computer by clicking the **Start** button; click on **Shut Down**. The Shut Down Windows pop-up box is displayed.
3. Select the **Shut down** radio button.
4. Click **OK**. The system powers down.
5. Turn on your computer by pressing the power button on the front of your computer. The system reboots and the Compaq Recovery CD Menu is displayed.

Note: If menu option number 3 says "No User Information found," this means that you have not yet performed a User Backup. You are unable to perform a User Restore unless you have performed at least one User Backup.

6. From the Compaq Recovery CD Menu, select **3** (User Restore) by pressing the number **3** key on your keyboard.

Caution: Any files, programs, and data installed or created after your last User Backup will be deleted after you press Enter.

7. Press **Enter** to continue. The User Restore process takes several minutes.
8. The CD tray opens automatically, and you are prompted to remove the Compaq Recovery CD. Remove the CD from the CD-ROM, CD-RW, or DVD-ROM drive.
9. Press **Enter** to restart your computer.